



## The CommLaw Group

HELEIN & MARASHLIAN, LLC  
1420 Spring Hill Road, Suite 205  
McLean, Virginia 22102

Telephone: (703) 714-1300  
Facsimile: (703) 714-1330  
E-mail: [mail@CommLawGroup.com](mailto:mail@CommLawGroup.com)

January 7, 2010

### IMPORTANT NOTICE REGARDING COMPLIANCE & REPORTING

Public Service Commission of South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210

RE: UCN, Inc., d/b/a inContact, Inc.  
South Carolina Public Service Commission  
CLEC Quarterly Service Quality Report  
For the Period Ended December 31, 2009

To Whom It May Concern:

Enclosed please find the South Carolina Public Service Commission CLEC Quarterly Service Quality Report for the period ended December 31, 2009, filed on behalf of UCN, Inc. UCN does not currently provide local service in the state of South Carolina and therefore has no troubles or outages to report.

Please contact Meghan Ruwet at (303) 663-0102 or [mtr@commlawgroup.com](mailto:mtr@commlawgroup.com) with any questions concerning this filing. Thank you for your assistance in this matter.

Sincerely,

Meghan Ruwet  
The Compliance Group  
Manager  
Telephone: (303) 663-0102  
Email: [mtr@commlawgroup.com](mailto:mtr@commlawgroup.com)  
Website: [www.CommLawGroup.com](http://www.CommLawGroup.com)

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME UCN, Inc.  
QUARTER / YEAR Fourth Quarter / 2009

Month:	<u>October</u>	<u>November</u>	<u>December</u>
Number of Customer Access Lines	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>0</u>	<u>0</u>	<u>0</u>
Customer Out of Service Clearing Times (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
New Installs Completed w/in 5 Days (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
Commitments Fulfilled (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>

Comments / Explanations: UCN currently has no trouble reports.

---

Person Making Report / Contact Information: Meghan Ruwet, Telephone (303) 663-0102,  
mtr@commlawgroup.com

---